

Reservation Policy:

All reservations for Virginia State Park facilities made over the Internet require payment in full at the time the reservation is made. By paying for the reservation, the customer agrees to abide by all applicable rules and regulations of the Commonwealth of Virginia, Department of Conservation and Recreation and Virginia State Parks. The customer also agrees to be bound by the cancellation, transfer and early departure policy applicable to the facility reserved. A \$3 non-refundable service charge per reservation applies to all transactions made over the internet. One individual per site will be asked to sign the permit upon arrival or, if arriving after closing, the next day, as the responsible party.

Cancellation Policy:

The \$3 service charge for reservations made over the Internet is non-refundable. All cancellations must be made by calling the Reservation Center or Park no later than the official check-in time for the site. Transfers can be made only through the Reservation Center, while the Center is open, and prior to the scheduled check-in for the site. This means that if your arrival is scheduled for a day when the Reservation Center is closed, you must transfer prior to the closing time of the Center on the last day the Center is open prior to your arrival. Once you check-in for your site, or the official check-in time is reached, any cancellations or early departures follow the early departure policy. Portions of reservations cannot be transferred. Please refer to the detailed cancellation and early departure policy which follows, depending on the site you have reserved:

Cancellation Fees:

Camping: \$10 fee per site deducted from refund

Cabins: More than 30 days prior to arrival, there is a one time cancellation fee of \$20 per cabin. Within the 30 days prior to arrival, there is a \$20 per night fee to reduce the stay or cancel.

Shelters: \$5 cancellation fee up to seven days in advance of reservation. No refunds within a week of reservation.

Programs: *For courses costing \$50 or more:* Paid reservations may be canceled for a \$5 cancellation fee up to 14 days prior to the course starting date. After that time, no refunds will be made. *For courses costing less than \$50:* Paid reservations may be canceled for a \$5 cancellation fee by calling the reservation center by 4 p.m. at least two working days prior to the program. After that time, no refunds will be made.

Early Departure (applies after check-in or official check-in time is reached):

Camping: Unused portion of the stay less one night's fees. Check-out time used to determine unused portion. Stays for 2 days or less will rarely receive a refund.

Cabins: Two-night minimum applies, \$20 fee per night canceled beyond the two nights due to early departure. Nightly charge applies when week reservations are reduced to fewer nights. Check-out time used to determine unused portion.

Shelters: No refunds

Programs: No refunds

Camping

What if I can't use my reservation? You have two options. (1) You may cancel the reservation and pay the cancellation fee of \$10 per site. You must do this prior to the official check-in time on the date of your arrival. If the Reservation Center is open or will be open again before your scheduled check-in time, you should call the Center to

make the cancellation. This will speed processing of your refund. If the Center is closed and will not re-open before your scheduled check-in time, you must call the park to cancel. The park's phone number may be found on the confirmation letter. (2) You may transfer the reservation to a future time, even changing the park or type of site. There is no charge to transfer the reservation. However, you may only transfer through the Reservation Center and before the official check-in time of your confirmed reservation. If the Center is closed and will not re-open before your scheduled check-in time, your only alternative is to cancel.

How far in advance can I make a reservation? Reservations for campsites can be made up to 11 months from the date of the scheduled arrival.

What are the check-in times? Official check-in for camping is 4 PM. If a campsite is available, early check-in will be allowed. Check-out for camping is 3 PM. Customers may arrive early and enjoy the park before their site is ready.

What if I will be arriving late? If park staff is gone for the day, proceed to the campground where you are reserved and select a site of the type you have reserved that is unoccupied. Go to the office or contact station the next morning to register. Remember that your reservation is paid so DO NOT put money in the honor camping envelope. Some primitive parks have restricted access that will be noted in the park information.

What if I do not cancel but do not show up? Since we hold the site for you, you would not be entitled to any refund. If you call to cancel after your scheduled check-in time, the first night of your stay will be considered used and the early departure policy (one night penalty) will apply. This means if you have a two night stay and call to cancel after 4 p.m. on the night of your scheduled arrival you would not be due a refund.

What if I leave early? There is a one night penalty for early departure. Check-out time will be used to determine the unused portion of the stay. Refunds, if applicable, must be requested at the time of departure.

Can I bring my pet? Virginia State Parks allows pets in its campgrounds for an additional charge of \$3 per pet per night. To avoid potential inconvenience, we ask that you bring proof of current rabies vaccination. This is a requirement in Virginia Beach where there is a rabies alert. State regulations prohibit pets on public beaches and in public facilities (like bathhouses, visitor centers, park offices, restaurants). Your pet must be confined or kept on a leash of no more than six feet and under supervision the entire time it is in the park. While pets are allowed at False Cape State Park, they are usually not allowed through the Back Bay National Wildlife Refuge. Please check with False Cape State Park or Reservation Center to verify access to pets. Dogs used to assist the disabled are not considered pets and are welcome in all facilities.

When is the Reservation Center open? From April 1 through September 1, the Center is open Monday through Friday, 7:30 AM to 8:30 PM, and Saturdays 10 AM to 4 PM. From September 2 through October 31, the Center is open Monday through Friday 9 AM to 5 PM. November 1 to March 31, the Center is open 9 AM to 4 PM. The Center is closed all State holidays. Our phone number is 1-800-933-7275. In the Richmond metropolitan area, dial 225-3867. Some recorded general information is available 24 hours a day.

Do I have to pay extra for swimming or boat launching? If you are a camping, swimming and boat launching are provided for free (except at Kiptopeke where there is a charge for boat launching), but is not available at every park. At most parks, swimming is

only available Memorial Day to Labor Day. Circumstances beyond our control may create times when the swimming area or boat launch will not be available. We apologize for any inconvenience this may cause but no refunds will be provided in that eventuality. Children in swimming areas and pools **MUST** wear sealed plastic pants over diapers. Little Swimmers are recommended and available for purchase at the park.

How many people can I bring? A maximum of six people or immediate family (two adults plus minor children) is allowed per campsite.

Can I hang my lantern in a tree? Remember that nails and hot lanterns leave permanent wounds in trees. Please use lantern hangers if provided.

Can I have a campfire? All campgrounds except False Cape provide a grill or fire ring that can be used for charcoal or wood. Help prevent wild fires. Keep outdoor campfires small and contained within the grill/fire ring provided. Fires must be attended at all times and extinguished when left. Firewood is generally available for purchase at the park. Campers (or guests) may collect down and dead firewood, except at First Landing State Park. Chain saws are prohibited. Fires are not allowed at False Cape State Park.

What do I do with waste water? Help reduce water pollution. Dump stations, laundry and slop sinks where provided are for the proper disposal of wastewater.

Are there quiet hours? Please respect your neighbors. Sound and light travel. Lower your voices, radios and lanterns during quiet hours. Quiet hours vary between parks but are generally 10:00 pm to 8:00 am. Remember, portable generators should be just as polite.

Can I bring alcoholic beverages? Public display or use of alcoholic beverages is prohibited.

How many vehicles can I bring? State Park regulations allow one vehicle in addition to camping equipment at each site. Many parks will allow a second vehicle on the site if space permits. If there is not room on the site, or the park stipulates it, extra vehicles may be parked in overflow areas. Some parks charge for extra vehicles.

Can I have guests? Campers are allowed to have guests – please notify the park when you arrive if you expect guests and who they are. All guests must pay the published parking fee or admission and park vehicles only in official parking areas. All guests must leave by the start of quiet time unless otherwise noted in the park specific information.

Where can I set up on my site? Some parks have designated camping areas within a border. All your belongings must be contained within the bordered area. Please confine tents to designated tent pads. If you are unsure as to whether your equipment will fit, please call your park. On sites that do not have a bordered area, all of your equipment should be within your site and not overflowing onto neighboring sites.

What is the maximum number of nights I can stay? To accommodate the traveling and touring public, campsite rentals are limited to 14 consecutive nights in a particular park.

How are sites assigned? With the exception of group campgrounds and some primitive parks, all campsites are non-site specific. This means that you are guaranteed a site of the type reserved in the park. You are not reserving a SPECIFIC site. Individual sites are assigned by the park, at the time of your arrival, in order to best meet the needs of the campers. Parks make every effort to accommodate groups camping together but it may not be possible to honor all requests. All guests holding reservations will be required to register for their campsite upon arrival (or, if the contact station or office is closed, the next day). The registrant is responsible for all occupants of the campsite.

Are there areas available for group camping? Group camping is permitted at every Virginia State Park except the Southwest Virginia Museum. Some group areas are available to be reserved with two or three site minimums. Several parks have a large area that can be reserved for a group. Other parks offer group camping by permit through the park only. Please call the Reservation Center to check on group camping options in our parks.

Is there a minimum age requirement? Only those 18 years or older may register for a site.

Cabins

What if I can't use my reservation? You have two options. (1) You may cancel the reservation and pay the cancellation fee of \$20 per night per cabin. You must do this prior to the official check-in time on the date of your arrival. If the Reservation Center is open or will be open again before your scheduled check-in time, you should call the Center to make the cancellation. This will speed processing of your refund. If the Center is closed and will not re-open before your scheduled check-in time, you must call the park to cancel. The park's phone number may be found on the confirmation letter. (2) You may transfer the reservation to a future time, even changing the park or type of site. There is no charge to transfer the reservation. However, you may only transfer through the Reservation Center and before the official check-in time of your confirmed reservation. If the Center is closed and will not re-open before your scheduled check-in time, your only alternative is to cancel.

How far in advance can I make a reservation? Reservations for cabins can be made up to 11 months from the date of the scheduled arrival.

What are the check-in times? Check-in for a cabin is 3 PM, check-out is 10 AM. Customers may arrive early and enjoy the park before their cabin is ready. However, it is impossible to alter the cabin cleaning schedule to facilitate early check-in.

What is the maximum number of nights I can stay? To accommodate the traveling and touring public, cabin rentals are limited to 14 consecutive nights in a particular park.

How do we register? All guests holding reservations will be required to register for their cabin upon arrival (or, if the contact station or office is closed, the next day). The registrant is responsible for all occupants of the cabin. Cabin guests are responsible for all damage and missing items from cabins. The person who signs the cabin registration form will be held legally liable for replacement or repair of facilities.

Is there a minimum age requirement? Only those 18 years or older may register for a cabin.

What if I will be arriving late? As different parks handle late arrivals differently, cabin guests should make arrangements for the park to leave their key if they are planning on arriving late. Times when the park office or contact station is staffed varies widely during the year and between parks. If you are a cabin guest and will be arriving after 4 PM, please call the park using the phone number on your confirmation letter to make any necessary arrangements.

What if I do not cancel but do not show up? Since we hold the site for you, you would not be entitled to any refund. If you call to cancel after your scheduled check-in time, the first night of your stay will be considered used and the early departure policy will apply. There is a two night minimum for all cabin stays so a minimum of two nights will not be refunded.

What if I leave early? There is a two night minimum stay required in cabins. After the two nights, a customer will be charged a fee of \$20 for each night and refunded the balance. Weekly cabin stays are discounted. If a customer with a week stay leaves early, the refund will be determined by calculating the nightly rate less the \$20 per night(s) fee. Since weekly rates are approximately the charge for six nights, leaving one night early will not result in a refund. Even leaving two nights early off a week stay generally creates no refund due to the week stay discount and \$40 charge for leaving two nights early. Check-out time will be used to determine the unused portion of the stay. Refunds, if applicable, must be requested at the time of departure.

Can I bring my pet? Virginia State Parks allows pets in most cabins. No pets are allowed in lodges, the Potomac River Retreat or Chippokes cabins. Customers are charged \$5 per night per pet. To avoid potential inconvenience, we ask that you bring proof of current rabies vaccination. This is a requirement in Virginia Beach where there is a rabies alert. State regulations prohibit pets on public beaches and in public facilities (like bathhouses, visitor centers, park offices, restaurants). Your pet must be confined or kept on a leash of no more than six feet and under supervision the entire time it is in the park. Dogs used to assist the disabled are not considered pets and are welcome in all facilities.

When is the Reservation Center open? From April 1 through September 1, the Center is open Monday through Friday, 7:30 AM to 8:30 PM, and Saturdays 10 AM to 4 PM. From September 2 through October 31, the Center is open Monday through Friday 9 AM to 5 PM. November 1 to March 31, the Center is open 9 AM to 4 PM. The Center is closed all State holidays. Our phone number is 1-800-933-7275. In the Richmond metropolitan area, dial 225-3867. Some recorded general information is available 24 hours a day.

Do I have to pay extra for swimming or boat launching? If you are a cabin guest, swimming and boat launching are provided for but is not available at every park. Kiptopeke State Park is an exception and there is a small fee to launch your boat if you leave your trailer in the launch area (no fee if you return it to your campsite). At most parks, swimming is only available Memorial Day to Labor Day. Circumstances beyond our control may create times when the swimming area or boat launch will not be available. We apologize for any inconvenience this may cause but no refunds will be provided in that eventuality. Children in swimming areas and pools MUST wear sealed plastic pants over diapers. Little Swimmers are recommended and available for purchase at the park.

How many people can I bring? For cabin occupancy and bed rental information please see the specific site information. Maximum cabin occupancy is strictly enforced. All members in the party, including children (even infants) are counted. Please note that maximum cabin occupancy often exceeds number of beds provided. In these cases you can either choose to make your own sleeping arrangements, or rent rollaway beds that are generally available for \$3 per night. In order to guarantee your rollaway will be in the cabin when you need it, the bed must be rented in advance.

What comes in a cabin? Unless otherwise noted, all Virginia State Parks cabin and lodges have a kitchen with stove, oven, refrigerator, microwave, toaster, coffee maker, basic pots and pans, dishes, silverware and glassware. A hospitality kit of dish cloth, scrubber and dish detergent is included. Cabins have one bathroom with a shower stall.

See lodge descriptions for bathroom information. Cabins have heat pumps providing heating and air conditioning. All cabins have fireplaces except Smith Mountain Lake (wood stove instead) and Chippokes Plantation (no working fireplaces). Firewood is available at the park, the charge for firewood varies. Linens will be provided on the beds, including sheets, pillows and blankets. There is no daily maid service so linens will not be changed during your stay. Most parks charge for extra linens. One set of towels per person will be provided. Bed linens and towels should not be removed from the cabin. A clock radio is provided in each cabin or lodge. There is a hospitality kit containing soap, shampoo and body lotion in the bathroom. Most cabins do not have televisions, telephones, dishwashers or washer and dryers. Exceptions will be noted in the park information.

Can I bring alcoholic beverages? Public display or use of alcoholic beverages is prohibited. Inside your cabin is not considered a public area.

How many vehicles can I bring? State Park regulations allow two vehicles per cabin, more for lodges. Extra vehicles may be parked in overflow areas. Some parks charge for extra vehicles. You are allowed to have guests that will not be staying overnight. Most parks require that non-overnight guests leave the park prior to 10 p.m. All guests must pay the published parking fee or admission and park vehicles only in official parking areas.

Where are cabins available and what size are they? Climate controlled cabins are available at Chippokes, Claytor Lake, Douthat, Fairy Stone, Hungry Mother, Twin Lakes, First Landing, Staunton River, Smith Mountain Lake and Westmoreland state parks. They are available in different sizes to suit every visitor's needs.

! One-room cabin – Combination dining-living-sleeping room with a kitchen and shower-bath. Accommodates two people. Double bed.

! One-bedroom cabin – Combination dining-living room (a maximum of two extra beds are available at an additional charge), bedroom, kitchen and shower-bath. Accommodates two with maximum occupancy of four. Generally has one double bed OR two twin beds. Douthat and Westmoreland have two single beds. Staunton River State Park also has a double sleep sofa.

! Two-bedroom cabin – Combination of dining-living room (a maximum of two extra beds are available at an additional charge), two bedrooms, kitchen and showerbath. Accommodates four with a maximum occupancy of six. Generally has a double bed in one bedroom and two twin beds in the other. Staunton River State Park has a double sleep sofa in addition to two double beds. Smith Mountain Lake State Park has a queen sized sleep sofa in addition to other beds. Twin Lakes has six cabins with a twin bed and set of bunk beds in each of the two bedrooms. We have some other special facilities (please note that our designation called LODGE is really a cabin appropriate for larger groups. Facilities and amenities in the lodge are generally superior to standard cabins):

! Bel Air Mansion and Guest House – these two upscale, overnight facilities in Belle Isle State Park are perfect for family reunions or picturesque weddings. Furnished with antique reproductions, the mansion comfortably sleeps 6, and the simply furnished guest house sleeps eight. TV with satellite in the Mansion. No smoking and no pets allowed.

! Douthat State Park Main Lodge – Accommodates 13 with maximum occupancy of

15. The lodge is rented only as a unit, and individual rooms are not available. Telephone, TV with satellite. No smoking and no pets allowed.

! Creasey Lodge at Douthat State Park – A one-story frame lodge, with five bedrooms, one with a double bed and four rooms with two sets of bunk beds each, to accommodate 18 guests. Telephone, TV with satellite. No smoking and no pets allowed.

! Fairy Stone Lodge -- A one story frame lodge (short flight of stairs to all but handicapped bedroom and bath) with five bedrooms and three bathrooms with a maximum occupancy of 16. There are two queen size beds and four sets of bunk beds. No smoking and no pets allowed.

! Hungry Mother Lodge – A newly renovated, mountaintop log lodge with a beautiful view of the park. The five-bedroom lodge accommodates up to 15 and must be seen to be appreciated. Gas fireplaces and TV with satellite. No smoking and no pets allowed.

! Potomac River Retreat at Westmoreland State Park – Suitable for small gatherings, family reunions, retreats and other special occasions. Can sleep up to 16 comfortably. TV with satellite. No smoking and no pets allowed.

! Smith Mountain Lake State Park three-bedroom universally accessible cabin – One of the newest cabins in Virginia State Parks features a combination dining and living room, kitchen and two bathrooms, including a universally accessible shower. The three bedrooms have two queen-size and two single beds. The cabin can accommodate up to eight.

! Westmoreland overnight cabins – In addition to climate controlled cabins, rustic overnight cabins are available at Westmoreland State Park Memorial Day weekend through Labor Day weekend. Accommodates four. Furnished with a four-bed, single- bunk arrangement, pillows, mattresses, blankets and linens. No kitchens, bathrooms or towels. Occupants have free use of shower and bathroom facilities in the nearby camping area. Two night minimum applies but not the week stay requirement.

All Lodges follow the cabin stay policy discussed above.

How many nights do I have to reserve? During the peak season between Memorial Day and Labor Day, a week's reservation is required at all cabins and lodges, except at Staunton River and Twin Lakes. Check-in days vary (either Saturday or Sunday depending on the cabin). Thirty days before the check-in date cabins can be reserved for two-night stays, subject to availability. For the rest of the operating season a two-night minimum stay is required.

Other Facilities

Can I reserve picnic shelters? The Reservation Center rents picnic shelters at all state parks that offer them. Only the shelters at Leesylvania State Park can be reserved over the Internet. All other shelters may be rented by the half day so this complication requires that customers go through the Center. All guests to the shelter are responsible for paying the parking or admission fee to the park. Group coordinators may arrange in advance with the park to pay the parking fees at one time. Once the shelter is paid for, please note there is a \$5 cancellation fee up until the week prior to the reservation. Cancellations are not allowed during the last seven days. Reservations may be moved to another time. However, you may only transfer through the Reservation Center and before

the official check-in time of your confirmed reservation. If the Center is closed and will not re-open before your scheduled check-in time, your only alternative is to cancel and during the 7 day period before your reservation that would mean no refund.

What other facilities can be reserved? The Reservation Center takes reservations for some programs and special events. Please see the individual park for additional details or call the Center.

Internet Reservations:

Reservations for most sites may be made over the Internet, 7 days a week, 24 hours a day, 365 days of the year. Reservations for cabins, most picnic shelters, and some campsites must be made directly through the Reservation Center by calling 1-800-933-7275 (225-3867 in the local Richmond, VA calling area). However, availability for these sites may be checked via the Internet.

All reservations made over the Internet will be charged a non-refundable \$3 per site fee. All reservations made over the Internet must be paid in full at the time the reservation is made. Visa, MasterCard and America Express are accepted.

Cancellations must be made by calling the Park or Reservation Center prior to the official check-in time. Transfers can only be made through the Reservation Center, while the Center is open and prior to the scheduled check-in for the site. This means that if your arrival is scheduled for a day when the Reservation Center is closed, you must transfer prior to the closing time of the Center on the last day the Center is open prior to your arrival.

Reservations may be made over the Internet up to eleven months in advance.

Reservations made through the Internet must be made at least three days in advance of your stay.

General Park Rules and Regulations

Welcome! We want your visit with us to be as trouble-free and relaxing as possible. Before you arrive, please become familiar with these few simple facts about Virginia State Parks. Plan to observe the rules and regulations while staying at your park.

Natural surroundings: Help preserve your park. Please do not cut or scar any plants or trees. Collecting any animal or plant is strictly prohibited except by permit from the Richmond headquarters, or as allowed by your park during environmental education programming. Remember: take only pictures, leave only footprints. And, please, don't feed any wild animal.

Litter: Litter and garbage are not only unsightly; they also attract, and may injure, animals. Please use the trash dumpsters if available or pack all trash out in our trash free parks.

Trails: Help prevent trail erosion. Walk along designated trails only. Mountain bikes are permitted only on roads and bike trails, not on hiking trails. Our trails will take you to the most scenic areas of your park. Please don't create your own trail.

Firearms: Firearms are prohibited except in hunting areas, for law enforcement officers and by those with a valid concealed weapons permit. Target shooting is prohibited. Air guns are prohibited in all park areas.

Fireworks: Fireworks are not permitted in any park.

Fishing: Where permitted, valid Virginia fishing licenses are required. Remember, saltwater and special trout waters require licenses too. Please call your park in advance for specifics.

Speed Limits: Interior park roads are generally posted at 25 MPH or lower. Helmets are required when operating motorcycles.

Visitors: Your guests are our guests. For everyone's safety and security, please register all visitors with your park. The number of visitors allowed may be limited.